

North Carolina COVID-19 Vaccine Management System (CVMS)

CVMS Provider Portal

Log In and Getting Started User Guide

Version 7

April 15, 2021



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**





If you have any questions, issues or requests, please go to the
CVMS Help Desk Portal* at https://ncgov.servicenow.services.com/csm_vaccine

You can also call the COVID-19 Vaccine Provider Help Center at (877) 873-6247 and select option 1. The COVID-19 Vaccine Provider Help Center is available during the following hours:

Monday – Friday: 7:00 AM – 7:00 PM ET

Saturday – Sunday: 10:00 AM – 6:00 PM ET

* On the home page of the CVMS Help Desk Portal, select the "**Vaccine Provider**" option to submit your question, issue, or request.

Providers that are first time users of the CVMS Help Desk Portal will have to follow the steps below:

1. Register for an account on the portal by clicking 'Register' in the top right-hand corner
2. Populate your first name, last name, business e-mail, and your registration code

NOTE: The registration code is your Provider PIN (i.e., NCA650001), which can be found on the packing lists received with your Vaccines For Children shipments, or in the top right-hand corner of a wasted / expired report generated from the North Carolina Immunization Registry (please add "NCA" to the front of the six-digit PIN#)

*For providers who are not enrolled or may not have a Provider PIN, you may use the following generic Provider PIN to register:
VAC2021*

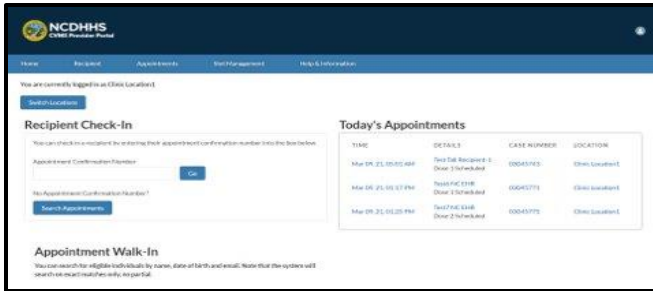
3. You will receive an e-mail with your username and temporary password to log into the portal

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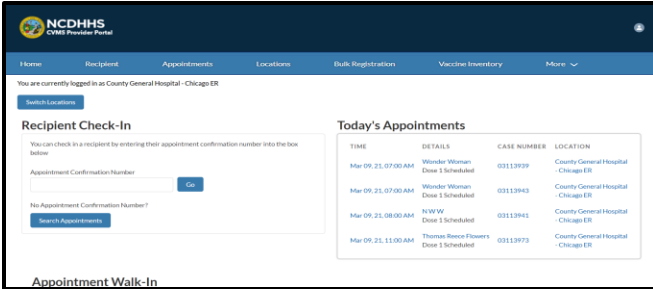
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Log in and Getting Started with the CVMS Provider Portal

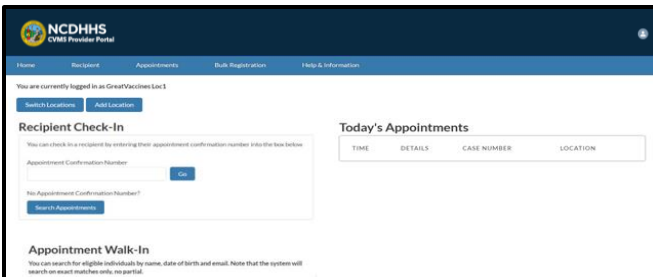
Overview



Healthcare Provider



Healthcare Location Manager



Statewide Location Manager

The CVMS Provider Portal allows Healthcare Providers in North Carolina to manage the administration of the COVID-19 vaccine. **The CVMS Provider Portal is different than the CVMS Provider Enrollment Portal, where Healthcare Providers enroll in the NC Vaccination Program and maintain their provider agreement.**

When logging in to the CVMS Provider Portal, be sure to have your **NCID USERNAME** and **NCID PASSWORD** available. *If you do not have an NCID username, refer to the Appendix for instructions on how to create one.*

The processes included in this training are for the **Healthcare Provider, Healthcare Location Manager, and Statewide Location Managers** profiles.

For **Statewide Location Managers**, all information for the Healthcare Provider profile will apply to the Statewide Location Manager profile. The **'Add A Healthcare Provider Location'** section is only for Statewide Location Managers.

Additionally, you will need to:

- Use the latest version of Chrome, Firefox, Safari, or Edge Chromium browsers
- Access the CVMS Provider Portal at <https://covid-vaccine-provider-portal.ncdhhs.gov>

Now, let's get started!

Log in to the CVMS Provider Portal

Enter NCID Username and NCID Password

1. Navigate to <https://covid-vaccine-provider-portal.ncdhhs.gov>
2. The link to the CVMS Provider Portal will open a NCID Log-In Screen
3. Enter your **NCID username** and **NCID password**
4. Click **NCID LOGIN**
5. You are logged in to the CVMS Provider Portal

For guidance on obtaining an NCID, refer to the Appendix of this User Guide.

NCID Tips

NCID

Username

Password

NCID Login

[Forgot Username](#)
[Forgot Password](#)
[Unlock Account](#)

[Need Help?](#) [Register!](#)

[Privacy and Other Policies](#) [Contact Us](#)

WARNING: This is a government computer system, which may be accessed and used only for authorized business by authorized personnel. Unauthorized access or use of this computer system may subject violators to criminal, civil and/or administrative action.
NCC742

Audience

Healthcare
Provider

Healthcare
Location Manager

Statewide
Location Manager

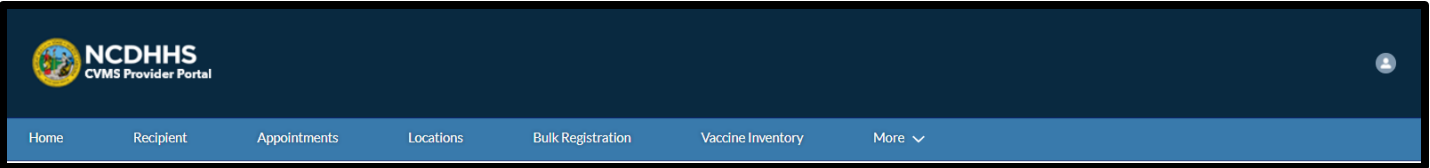
Tips

Your NCID username must be linked to your profile prior to your first log in. Contact your Organization Administrator, Vaccine Coordinator, or Healthcare Location Manager to request to be added to one or more locations set up in the CVMS Provider Portal.

View the CVMS Provider Portal Tabs

In the CVMS Provider Portal, **TABS** help you navigate between pages. The **TABS** you see are based on your user profile, Healthcare Location Manager, Healthcare Provider, or Statewide Location Manager.

- 1. Users with Healthcare Location Manager profile have the tabs shown below: **HOME, RECIPIENT, APPOINTMENTS, LOCATIONS, BULK REGISTRATION, VACCINE INVENTORY, SHIPMENTS, ORGANIZATION MANAGEMENT, ACCOUNT MANAGEMENT, REPORTS, and HELP & INFORMATION**



- 2. Users with Healthcare Provider profile have the tabs shown below: **HOME, RECIPIENT, APPOINTMENTS, and HELP & INFORMATION**



- 3. Users with Statewide Location Manager profile have the tabs shown below: **HOME, RECIPIENT, APPOINTMENTS, BULK REGISTRATION, and HELP & INFORMATION**



Audience

- Healthcare Provider
- Healthcare Location Manager
- Statewide Location Manager

Tips

Learn more about managing your recipient’s appointments in the **CVMS Provider Portal Recipient Check-In User Guide**.

Multi-Location Users Only: Select Location Using 'Switch Location' Before Proceeding

Users associated with multiple locations will have to select a location where you are operating from upon logging in to the CVMS Provider Portal.

When you log in to the CVMS Provider Portal, **please pay attention to the banner at the top of the Home page**. All of your operations in the Portal (e.g., booking appointments, logging vaccine administration) will be attributed to the location that you select. You **will not** be able to complete these task until you pick a location.

1. Click **SWITCH LOCATION**
2. Select the **LOCATION** where you will operate during the day

The screenshot displays the NCDHHS CVMS Provider Portal interface. At the top, a warning banner states: "Warning: Please click the 'Switch Location' button and select a location in order to book, view, and complete appointments." Below the navigation bar, the user is logged in as "County General Hospital - Chicago ER". A "Switch Locations" button is highlighted in the "Recipient Check-In" section. A modal window titled "Select the location to proceed:" is open, showing a table of available locations. The "TestLoc2" option is selected, and the "Submit" button is highlighted.

Location No.	Street	City	State	Country	Postal Code
TestLoc1	2110 Blue Ridge Road	Raleigh	North Carolina	USA	27606
TestLoc2	2115 Blue Ridge Road	Raleigh	North Carolina	USA	27607

Audience

Healthcare
Provider

Healthcare
Location Manager

Statewide
Location Manager

Tips

User associated with multiple locations will have to select a location they are operating from upon logging in to the CVMS Provider Portal.

If reconnecting after logging out, your location will have been erased and you will need to once again select the location where you are operating from.

Logging In to Another Location (if necessary)

At any time, you can switch to another location if you need to support another location by using the **SWITCH LOCATIONS** button.

1. Click on the **SWITCH LOCATIONS** button
2. Select the appropriate location from the list that appears and click **SUBMIT**
3. Please always confirm that your location was switched to the location of your choice by checking the location name displayed at the top of the **HOME** page

The first screenshot shows the 'Home' page of the NCDHHS CVMS Provider Portal. The user is logged in as 'County General Hospital - Chicago ER'. A red box highlights the 'Switch Locations' button. The second screenshot shows the 'Select the location to proceed:' modal. It contains a table with two locations: 'TestLoc1' and 'TestLoc2'. 'TestLoc2' is selected with a radio button. A red box highlights the 'Submit' button. The third screenshot shows the 'Home' page after switching. The user is now logged in as 'Clinic Location1'. A red box highlights the updated login status at the top of the page.

Location No.	Street	City	State	Country	Postal Code
TestLoc1	2110 Blue Ridge Road	Raleigh	North Carolina	USA	27606
<input checked="" type="radio"/> TestLoc2	2111 Blue Ridge Road	Raleigh	North Carolina	USA	27607

Audience

Healthcare
Provider

Healthcare
Location Manager

Statewide
Location Manager

Tips

Your NCID must be associated to multiple locations to use this functionality. If you are only associated to one location, you will not be able to switch to another location.


If you have a Statewide Location Manager profile, please read **Statewide Location Manager Profile: Add a Healthcare Provider Location** at the end of this User Guide.

Navigate the CVMS Provider Portal

Step 1 of 11: View the CVMS Provider Portal Homepage

On the left side of the Homepage, you see **APPOINTMENT WALK-IN**, and on the right-side **TODAY'S APPOINTMENTS**.

Please note that the Date of Birth will be displayed as follows: Year – Month – Day.



Home

Recipient

Appointments

Locations

Bulk Registration

Vaccine Inventory

More

You are currently logged in as County General Hospital - Chicago ER

Switch Locations

Recipient Check-In

You can check in a recipient by entering their appointment confirmation number into the box below

Appointment Confirmation Number

Go

No Appointment Confirmation Number?

Search Appointments

Appointment Walk-In

You can search for eligible individuals by name, date of birth and email. Note that the system will search on exact matches only, no partial.

Name

Date Of Birth

YYYY-MM-DD

Email

Search

Today's Appointments

TIME	DETAILS	CASE NUMBER	LOCATION
Mar 09, 21, 07:00 AM	Wonder Woman Dose 1 Scheduled	03113939	County General Hospital - Chicago ER
Mar 09, 21, 07:00 AM	Wonder Woman Dose 1 Scheduled	03113943	County General Hospital - Chicago ER
Mar 09, 21, 08:00 AM	NWW Dose 1 Scheduled	03113941	County General Hospital - Chicago ER

Audience

Healthcare
Provider

Healthcare
Location Manager

Statewide
Location Manager

Tips

If inactive for 2 hours, the session will expire, and you will have to sign back into the CVMS Provider Portal. **If you are timed out, you will need to start your current action over, as the system will not save where you left off.**

Step 2 of 11: Recipient Tab Overview

Home

Recipient

Appointments

Locations

Bulk Registration

Vaccine Inventory

More ▾

Create New Recipient

Hint: For quicker and more relevant search results, enter full name (ex. John Smith) or email address and date of birth.

Full name, ex: John Smith

Email, John@j.com

Date of Birth (optional), MM/DD/YYYY

Search

Recipients within CVMS

0 records found

First Name ▾	Middle Name ▾	Last Name ▾	Date of Birth	Gender ▾	Vaccine Produc... ▾	Recipient Dose ... ▾	Date of Admini... ▾	Email ▾	Inactive Reason ▾
--------------	---------------	-------------	---------------	----------	---------------------	----------------------	---------------------	---------	-------------------

Recipients from Long Term Care Facilities

First Name ▾	Last Name ▾	Date of Birth	Gender ▾	Dose Number ▾	Vaccine Manufacturer Na... ▾	Vaccination Administration D...
--------------	-------------	---------------	----------	---------------	------------------------------	---------------------------------

No results, please search again.

Audience

Healthcare
Provider

Healthcare
Location Manager

Statewide
Location Manager

Tips

Learn more about managing your recipients in the **CVMS Provider Portal Recipient Point of Care User Guide** at <https://covid19.ncdhhs.gov/vaccines/providers/covid-19-vaccine-management-system-cvms-steps-providers>.

The **RECIPIENT** tab shows a list of recipients whose information is in CVMS Provider Portal.

Your search results will also include in the lower section any records of a recipient who received a COVID-19 vaccine dose from a Federal Long-Term Care Facility Program partner (e.g., CVMS, Walgreens) or from a Federal Retail Pharmacy partner (e.g., CVS, Walgreens).

Step 3 of 11: Appointments Tab Overview

HomeRecipientAppointmentsLocationsBulk RegistrationVaccine InventoryMore

You are currently logged in as Clinic Org1

Appointments

All Appointments

30 items

Cancel Appointment

Search Appointments

Search by Name, Location, Vaccine Status

Search Case/Confirmation Number

From

2021-04-15

To

Status

--- None ---

Search

Reset

☐ Case

Confirmation ...

Date

Time

Recipient Name

DOB

Location

Cancellation ...

Vaccine Status

Status

Audience

- Healthcare Provider
- Healthcare Location Manager
- Statewide Location Manager

Tips

The appointments tab will default to show you appointments that are scheduled for the same day for the location you are logged in under.

The **APPOINTMENTS** tab shows a list of appointments in CVMS Provider Portal.

Click the Case Number to view appointment information. You can search appointments by Name, Location, Confirmation Code, Vaccine Status, or Date.

If your location has enabled the scheduling feature in CVMS, this is the tab where you will check-in recipients that scheduled an appointment, cancel an appointment, or schedule a second-dose appointment.

Step 4 of 11: Locations Tab Overview

Home

Recipient

Appointments

Locations

Bulk Registration

Vaccine Inventory

More

New

Filter by Name

Filter by Address

Filter by Start Date

Filter by End Date

Location Name	Account	Address	Start Date	Closing Date	
County General Hospital - Popul Location	County General Hospital - Chicago ER	11 W Jones St, Raleigh, North Carolina 27607	03/04/2021	04/10/2021	

Audience

Healthcare
Location Manager

Tips

Learn more about using the scheduling feature in CVMS to manage appointments in the **CVMS Provider Portal Managing Vaccine Site Locator** at <https://covid19.ncdhhs.gov/how-add-edit-and-remove-your-location-vaccine-site-locator-website-user-guide/download> and **Appointment Scheduling User Guide** at <https://covid19.ncdhhs.gov/cvms-provider-portal-manage-appointment-scheduling-user-guide/download>.

The **LOCATIONS** tab can be used to list your location’s details on the Vaccine Site Locator website (<https://myspot.nc.gov>), and to share your scheduling website to recipients. You can also create additional locations to list on the Vaccine Site Locator website (e.g., a community vaccination event covered by your location). Finally, your location record links to the scheduling feature in CVMS if your location elects to use the scheduling feature in CVMS, so that recipients can use CVMS to book future appointments at the Provider’s location.

Note: This tab will only be available if you have the Healthcare Location Manager profile.

Step 5 of 11 Bulk Registration Tab Overview

HomeRecipientAppointmentsLocationsBulk RegistrationVaccine InventoryMore

Low Volume (100)High Volume (5,000)

Recipient Upload

If you're uploading 100 employees or less, upload file here.

Drag and Drop CSV file here

Total number of records: 12

Search this list...

First NameLast NameDate of BirthEmail

The **BULK REGISTRATION** tab allows you to upload a list of recipients and generate their invitation to register in the COVID-19 Vaccine Portal to receive a COVID-19 vaccine.

Audience

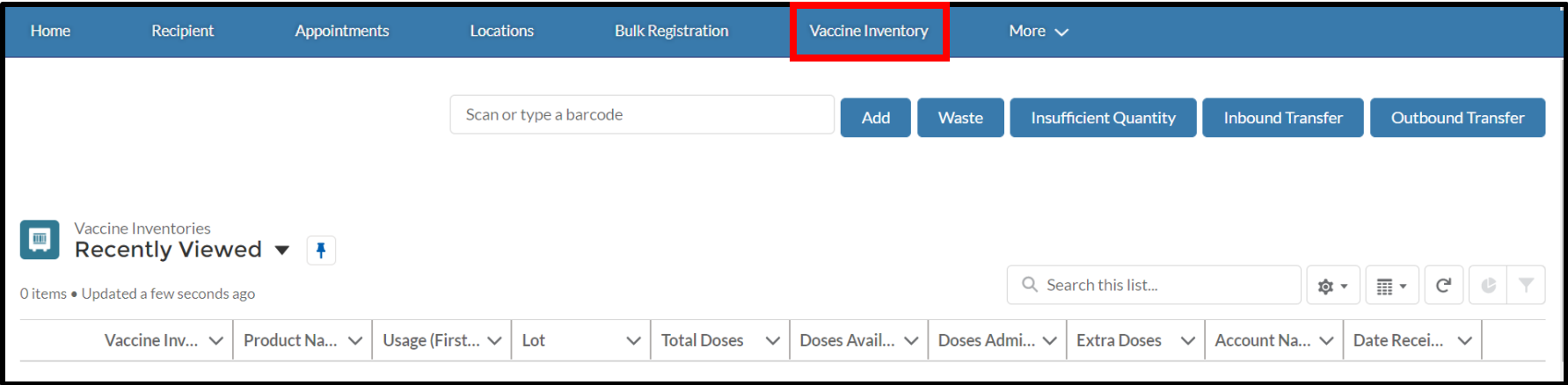
Healthcare
Location Manager

Statewide
Location Manager




Tips

Learn more about uploading your eligible employees or individuals to invite them to register for the COVID-19 vaccine in the **CVMS Provider Portal Recipient Bulk Upload User Guide** at <https://covid19.ncdhhs.gov/cvms-provider-portal-recipient-bulk-upload-user-guide-1/download>.

Step 6 of 11: Vaccine Inventory Tab Overview



The **VACCINE INVENTORY** tab is used to manage your COVID-19 vaccine inventory.

- 1. To pin a list view, click . The pinned list view will then load as the default list view.
- 2. Click the header for the field column you want to sort by. An arrow appears indicating how the list is sorted: from the column's first record  (alphanumerically) or its last  (Down Sort icon).
- 3. Type your query into the search bar and press Enter. Click in the bar to check which fields are searchable.

Note: This tab will only be available if you have the Healthcare Location Manager profile.

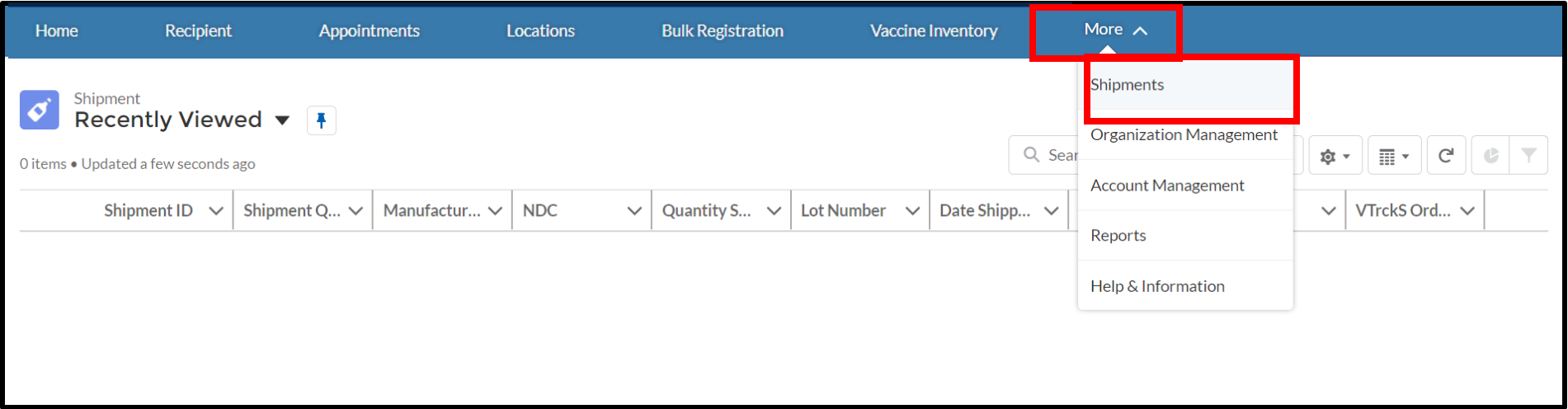
Audience

Healthcare
Location Manager

Tips

Learn more about managing your COVID-19 vaccine inventory in the **CVMS Provider Portal Receiving and Processing Vaccine Shipments User Guide** at <https://covid19.ncdhhs.gov/receiving-and-processing-vaccine-shipments-user-guide/download> and in the **CVMS Provider Portal Vaccine Inventory Deprecation, Transfer and Redistribution User Guide** at <https://covid19.ncdhhs.gov/cvms-provider-portal-inventory-deprecation-transfer-and-redistribution-user-guide/download>.

Step 7 of 11: Shipments Tab Overview



- 1. The **SHIPMENTS** tab allows you to see your location’s COVID-19 vaccine shipment information
- 2. To pin a list view, click . The pinned list view will then load as the default list view.
- 3. Click the header for the field column you want to sort by. An arrow appears indicating how the list is sorted: from the column’s first record (alphanumerically) or its last (Down Sort icon).
- 4. Type your query into the search bar and press Enter. Click in the bar to check which fields are searchable.

Note: This tab will only be available you have the Healthcare Location Manager profile.

Audience

Healthcare
Location Manager

Tips

Learn more about administrating your COVID-19 vaccine inventory in the **CVMS Provider Portal Receiving & Processing Vaccine Inventory Shipments User Guide** at <https://covid19.ncdhhs.gov/receiving-and-processing-vaccine-shipments-user-guide/download>.

Step 8 of 11: Organization Management Tab Overview

Home

Recipient

Appointments

Locations

Bulk Registration

Vaccine Inventory

More ^

New Org Point of Contact

Shipments

Organization Management

Account Management

Reports

Help & Information

Accounts

All Business Accounts

Name

Industry

All

ACCOUNT NAME

INDUSTRY

PHONE

ADDRESS

The **ORGANIZATION MANAGEMENT** tab allows you to invite essential workers’ organizations to connect to CVMS. Once invited, these organizations can access the CVMS Organization Portal where they will be allowed to upload their list of eligible recipients. These recipients will then be able to register in the COVID-19 Vaccine Portal, saving time when they go to receive their first dose of the COVID-19 vaccine.

Audience

Healthcare
Location Manager

Tips

Learn more about Organization management in the **CVMS Provider Portal Organization Management User Guide** at <https://covid19.ncdhhs.gov/media/2391/download>.

Step 9 of 11: Account Management Tab Overview

HomeRecipientsAppointmentsLocationsBulk RegistrationVaccine InventoryMore ^

Search by Contact's Name or NCID

Search by Contact's Name

Or

Search by Contact's NCID

Search

Reset

Name

Email

Title

NCID

Direct Account Name

Active

[Kechia Scott](#)

kechia.scott@accenture.c...

Location Manager

kscott_training

County General Hospital ...

Yes

[Kristin Clark](#)

kristin.r.clark@accenture....

Location Manager

kristin.r.clark2

County General Hospital ...

Yes

Shipments

Organization Management

Account Management

Reports

Help & Information

Add Member

The **ACCOUNT MANAGEMENT** tab allows you to create user accounts. You can enter their NCID username and expected role for the location you are logged in under.

Audience

Healthcare
Location Manager

Tips

Learn more about Account Management in the **CVMS Provider Portal User Account Management User Guide** at <https://covid19.ncdhhs.gov/media/2368/download>.

Step 10 of 11: Report Tab Overview

HomeRecipientAppointmentsLocationsBulk RegistrationVaccine InventoryMore ^

For assistance with field definitions for the Reports below, please visit the Help & Information tab and view the Dictionary for Provider Reports help article

ReportsAll Reports7 items

REPORTS

Recent

Created by Me

Private Reports

All Reports

FOLDERS

All Folders

Created by Me

Shared with Me

Report Name	Description	Folder	Created By	Created On
HCLM EHR Error Report		2489 Reports	George Jaramillo	2/14/2021, 8:53 PM
HCP Healthcare Roles	This report identifies all users and associated roles at the location of the logged in user.	Provider Reports	George Jaramillo	1/31/2021, 8:30 PM
Inventory Summary of /	This report allows users to view their location(s) vaccine inventories. Includes expected "Usage" (1st vs. 2nd) details & Doses	Provider Reports	Kevin Krenk	3/9/2021, 10:21 AM

Audience

Healthcare
Location Manager

Tips

Learn more about reporting in the **CVMS Provider Portal Reports User Guide** at <https://covid19.ncdhhs.gov/cvms-provider-portal-reports-user-guide-2/download>.

The **REPORTS** tab is used to access your COVID-19 vaccine reports. Click on **ALL REPORTS** to access the prepackaged reports available to you.

Note: This tab will only be available if you have the Healthcare Location Manager profile.

Step 11 of 11: Help and Information Tab Overview

HomeRecipientAppointmentsLocationsBulk RegistrationVaccine InventoryMore ^

Top Articles

General Information

No articles are associated with this topic right now.

Frequently Asked Questions

No articles are associated with this topic right now.

Dictionary For Providers

No articles are associated with this topic right now.

Shipments

Organization Management

Account Management

Reports

Help & Information

Audience

Healthcare Location Manager

Statewide Location Manager

The **HELP & INFORMATION** tab allows you to see Frequently Asked Questions and General Information about the CVMS Provider Portal. You will also be able to access the PDF version of the COVID-19 Vaccine Registration Form.

Statewide Location Manager Profile: Access Additional Locations

Step 1 of 3: Click on ADD LOCATION

If you are a Statewide Location Manager, you can add new locations to the list of locations for you to select you are operating from by clicking the **ADD LOCATION** button.

- 1. Click on the **ADD LOCATION** button

Home

Recipient

Appointments

Bulk Registration

Help & Information

You are currently logged in as GreatVaccines Loc1

Switch Locations

Add Location

Recipient Check-In

You can check in a recipient by entering their appointment confirmation number into the box below

Appointment Confirmation Number

Go

No Appointment Confirmation Number?

Search Appointments

Today's Appointments

TIME	DETAILS	CASE NUMBER	LOCATION
------	---------	-------------	----------

Appointment Walk-In

You can search for eligible individuals by name, date of birth and email. Note that the system will search on exact matches only, no partial.

Audience

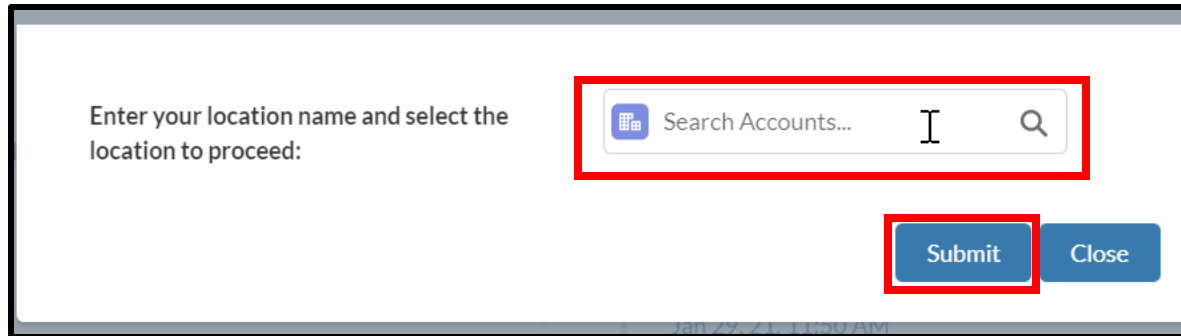
Statewide
Location Manager

Tips

Learn more about it in the Statewide Location Manager Profile - Switch Location Job Aid at <https://covid19.ncdhhs.gov/cvms-statewide-location-manager-profile-switch-location-job-aid/download>.

Step 2 of 3: Search and select the location

1. Search for the location name you wish to add (type the first 3 letters to display the list of locations that starts with that 3 letters)
2. Click on the name of the location you wish to add in the list of search results
3. Click **SUBMIT**



Enter your location name and select the location to proceed:

Search Accounts...

Submit Close

The screenshot shows a web interface for searching locations. It includes a text input field with a magnifying glass icon and a red border. Below the input field are two buttons: 'Submit' and 'Close', both with red borders. The text 'Enter your location name and select the location to proceed:' is displayed to the left of the input field.

Audience

Statewide
Location Manager

Step 3 of 3: Switch to the newly added location

- 1. Click on the **SWITCH LOCATIONS** button
- 2. Select the newly added location you wish to login in as
- 3. Click **SUBMIT**

Audience

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Location Manager

Home

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You are currently logged in as GreatVaccines Loc1

Switch Locations

Add Location

Recipient Check-In

You can check in a recipient by entering their appointment confirmation number into the box below

Appointment Confirmation Number

Go

No Appointment Confirmation Number?

Search Appointments

Appointment Walk-In

You can search for eligible individuals by name, date of birth and email. Note that the system will search on exact matches only, no partial.

Today's Appointments

TIME	DETAILS	CASE NUMBER	LOCATION
------	---------	-------------	----------

Home

Recipient

Appointments

Bulk Registration

Help & Information

You are currently logged in as GreatVaccines Loc1

Switch Locations

Add Location

Select the location to proceed:

Location No.	Street	City	State	Country	Postal Code
Loc1	2110 Blue Ridge Road	Raleigh	North Carolina	USA	27606
Loc2	2111 Blue Ridge Road	Raleigh	North Carolina	USA	27607

Submit

Close

Recipient Check-In

You can check in a recipient by entering their appointment confirmation number into the box below

Appointment Confirmation Number

Go

No Appointment Confirmation Number?

Search Appointments

Appointment Walk-In

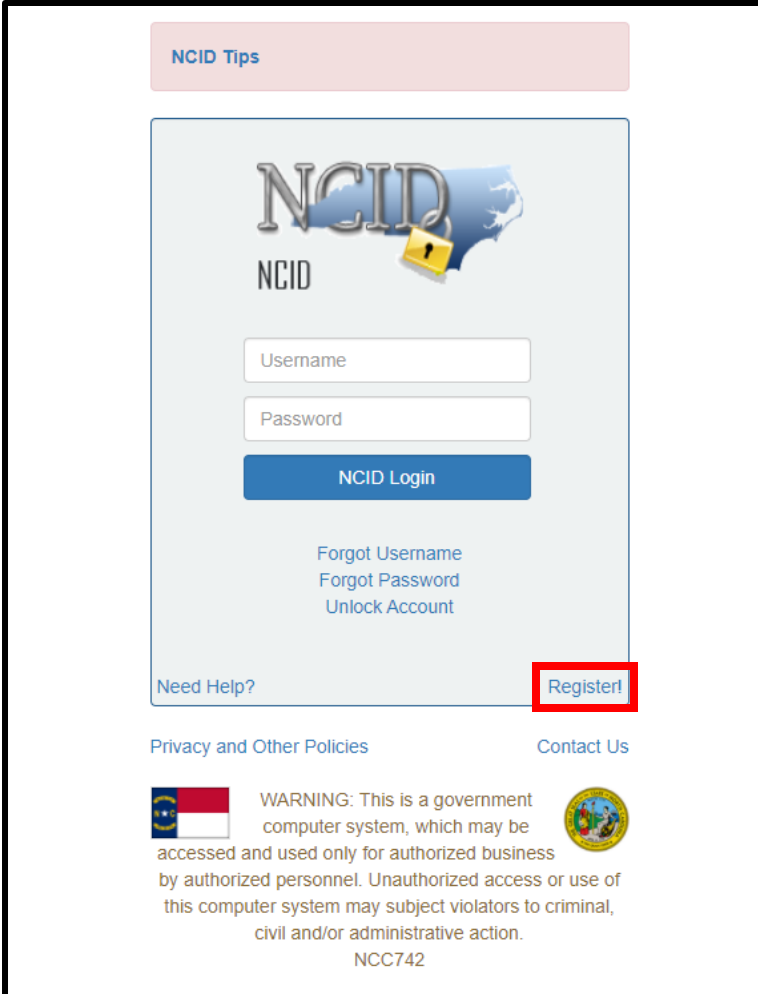
You can search for eligible individuals by name, date of birth and email. Note that the system will search on exact matches only, no partial.

Appendix

How to Obtain an NCID

Instructions for a user to create an NCID username:





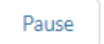
1. Navigate to <https://ncid.nc.gov/>
 2. Click **Register!** (in the bottom right corner of the blue box)
 3. Click **Business** user type option
 4. Complete the required fields to create an NCID
 5. Follow the steps to access your NCID account **and** create your security questions
 6. Once created, you will need to provide the exact first name, last name, email address, and NCID username that you used to create your Business NCID account to the designated Healthcare Location Manager for your location so they can request access to the CVMS Provider Portal for you.
 7. Once access has been granted by NCDHHS, you will be sent an email to notify you that you are able to log in to the CVMS Provider Portal.
- If you have any questions **or need assistance in identifying the Healthcare Location Manager for your location**, please submit all inquiries to the CVMS Help Desk Portal at https://ncgov.servicenowservices.com/csm_vaccine.



The screenshot shows the NCID registration page. At the top, there is a pink box labeled "NCID Tips". Below it is a blue box containing the NCID logo (a map of North Carolina with a padlock) and the text "NCID". Under the logo are two input fields: "Username" and "Password". Below these fields is a blue button labeled "NCID Login". Under the button are three links: "Forgot Username", "Forgot Password", and "Unlock Account". At the bottom left of the blue box is a link "Need Help?". At the bottom right of the blue box is a red button labeled "Register!". Below the blue box are two links: "Privacy and Other Policies" and "Contact Us". At the bottom of the page is a warning message: "WARNING: This is a government computer system, which may be accessed and used only for authorized business by authorized personnel. Unauthorized access or use of this computer system may subject violators to criminal, civil and/or administrative action. NCC742". To the left of the warning message is the North Carolina state flag, and to the right is the North Carolina Department of Health and Human Services seal.

Additional Notes

Key Items:

- **Hyperlinks** appear as light blue and will provide additional information or navigation.
- *** Asterisks** are used to denote required information.
-  A Toggle can be clicked to see selectable options.
-  A Pen can be clicked to make edits to the field.
-   Navigation Buttons can be clicked on to progress to the “next” or the “previous” step in a task.
-  A Pause button can be clicked if you wish to step away / and return to your form later. You will be prompted to review your previously entered data upon your return/ login.

Contact Information:

- All questions should be directed to the CVMS Help Desk Portal at https://ncgov.servicenowservices.com/csm_vaccine.

Supported Web Browsers:

- Please use the latest version of Chrome, Firefox, Safari, or Edge Chromium browsers to access CVMS.
- For more details on supported browsers, see https://help.salesforce.com/articleView?id=getstart_browsers_sfx.htm&type=5
- Note: Internet Explorer and Edge (non-Chromium) browsers are not supported.

User Guide Change Log

Version	Date	Changes Made	Impacted Slides	Author
1	12/10/2020	<ul style="list-style-type: none"> Uploaded the first version of the PPT 	ALL	Training Team
2	1/10/2021	<ul style="list-style-type: none"> Removed any mention of the 2 CVMS Help Desk emails Added Service Now Portal information Screenshot of new bulk upload added 	1, 2, 12, 20, 21	Courtney Seward
3	1/15/2021	<ul style="list-style-type: none"> Updated navigation bars for both CVMS Provider Profiles Updated Recipient Tab search feature 	11, 17	Azalea Troche
4	2/1/2021	<ul style="list-style-type: none"> Updated the screen shots for Location manager to show reports tab on nav bar Added Statewide Profile content Added Reports tab content and Appointments tab content 	8,11,12,13,14,15,16,17, 24	Kristin Clark; Tabitha McKelvy
5	2/12/2021	<ul style="list-style-type: none"> Add Slides for Account Management and Organizational Management Added session expired tip Added multi locations slide Updated screen shots of the expanded more tabs list 	9-10, 18-21	Kristin Clark
6	3/11/2021	<ul style="list-style-type: none"> Added Locations tab slide Changed Scheduling tab to show Locations tab Updated all nav bars for location manager Updated screen shots to show Recipient Check In component 	14, 15	Kristin Clark
7	4/15/2021	<ul style="list-style-type: none"> Updated Recipient screenshot to include e-mail search and Vaccine Product Name Updated Appointments screenshot to include Cancellation status Added “confirmation code” to text to Appointments search Updated Switch Locations screenshot to include current navigation bar 	13, 14, 26	Darrell Lee